

1 - CANCELLATION POLICY

- i. Bookings for the period 11th January to 19th December
90 days before arrival – No cancellation fee will be charged.
89 to 60 days before arrival – A 10% cancellation fee will be charged.
59 to 30 days before arrival – A 50% cancellation fee will be charged.
Less than 30 days before arrival – No refund for cancellations.
- ii. Bookings for the period 20th December to 10th January
60 days before arrival – A 10% cancellation fee will be charged.
59 to 30 days before arrival – A 50% cancellation fee will be charged.
Less than 30 days before arrival – No refund for cancellations.

2 – CONDITIONS OF RESERVATION

- i. The reservation of the apartment(s) shall only be confirmed once Horizon Holidays receives the specified deposit. (50% as per quote or provisional booking).
- ii. Should the full rental not be paid 30 days prior to arrival, the central reservation is entitled to cancel the reservation made, 48 hours after a written reminder is sent to the client on the due day of payment.
- iii. Rental payments should be paid net of bank or credit card charges (i.e. the amount received in bank should equate the full booking amount).
- iv. You must produce a valid credit card with an expiry date after the due check-in date. An authorisation will be requested on the card for an amount of Rs. 20,000, which will be used to cover any breakages during your stay. The authorization will be released within 10 days of your departure.
- v. The check-in time for the premises shall be at or after 14h00 on the occupation date and check-out time shall be at or before 11h00 on the termination date. Late check-out incurs an additional charge of 75 EUR except during the peak season where the charge is equivalent to a full day rental.
- vi. Should the premises, for any reason whatsoever, not be suitable for occupation by the Tenant, the Tenant agrees to authorize the Agent to arrange such alternative accommodation (on the same or similar terms and conditions contained in this Agreement) for the duration or remainder of the Occupation Period.

3 – GUESTS' DUTIES, RIGHTS AND OBLIGATIONS

- i. The maximum occupancy (excluding day guests) of the apartment(s) must not be exceeded for any reason whatsoever unless otherwise agreed with the central reservation prior to the arrival.
- ii. Refrain from causing any noise or nuisance that, in any way, disturb the quiet and peaceful occupation enjoyed by the neighbours of the premises. The complexes have a strict no-noise policy after 22:00.
- iii. Not do or omit to do, anything which could damage the premises or render any insurance policy, in respect of the premises, void or voidable.
- iv. Allow the complex manager, at all reasonable times, permission to enter the premises to inspect same in order to view the condition and repair thereof.
- v. Keep and maintain the interior of the premises in good order and condition.
- vi. Make good any damage caused to the premises, including agreeing to pay for breakages of glasses, any excessive cleaning or loss of keys inter alia.
- vii. Notify the complex manager, within 2 (two) days after your check-in, of any defects in the premises, failing which the guest shall be deemed to have acknowledged that the premises were received in good order and condition.
- viii. Not cede and/or delegate any of his rights and/or obligations under this agreement.
- ix. Not make duplicates of any the keys in respect of the premises, and shall on termination of this agreement forthwith deliver all keys (including any duplicates thereof) to the complex manager.
- x. Not use the property for any purpose other than standard rental accommodation. Any alternative usage (such as venue for an event, as a film location, for a wedding or for a reception) must be agreed by the central reservation in writing prior arrival.
- xi. Inform the complex manager of the arrival of any additional day guests and assume full responsibility of their behaviour at the complex.
- xii. Complete all check-in documents including a disclaimer and credit card details that will cover any breakage or loss on arrival.
- xiii. Not move any BBQ or other equipment from one to the next.
- xiv. Not hang towels or clothing on balconies or balustrades in view of other guests.

Looking forward to seeing you in Mauritius!

The Horizon team